



Barton Firtop Engineering Company Limited

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Privacy Policy

Barton Firtop Engineering Company Limited is committed to handling your personal information in an ethical and sensible manner, whilst adhering to all applicable data protection legislation. This privacy policy details what information we collect, why we collect it, and what your rights are with respect to it.

What information do we collect?

When we receive an enquiry, we will collect sufficient information to respond to you, this could include any or all of the following:

- Your name and the name of your company
- Telephone/Fax number(s)
- Address
- Email addresses
- Payment information
- Order history

What do we do with this information?

The information collected is required to process your enquiry and to deliver a service or response to you. It may also be analysed by us to improve our services to you or to other customers/suppliers.

If you have purchased products from us we are legally obliged to retain certain information for audit purposes. We may also retain your contact information to provide you with customer services.

If you have opted into receiving marketing information we will try to keep this relevant and useful. You can opt out of receiving marketing information at any time either by using an unsubscribe link in any of our marketing emails or by directly emailing marketing@bartonfirtop.co.uk.

What are your rights?

Under the General Data Protection Regulation, you are entitled to know what information we hold about you and how that information may be processed. This is known as a subject access request. You are also entitled to request:

- Incorrect information held about you is corrected
- Information held about you is deleted
- Copies of information held about you be provided in a machine-readable format
- Information held about you is transferred to a third party
- Information held about you is not processed by automated means

There may be instances where it is not possible to comply with the above requests. This will usually be due to a legal obligation to hold such information (e.g. Financial records, traceability of pressure equipment, health and safety recording/reporting etc...). In the event we are unable to comply with a request we will inform you of the reason for this. Should you wish to appeal or if you have a complaint about how we have handled your information you should raise this through the Information Commissioners Office (<https://ico.org.uk/>).

Requests or enquiries should be sent to privacy@bartonfirtop.co.uk.